IN THE CLAIMS:

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with ~~strikethrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

1. (CURRENTLY AMENDED) A multi-channel processing control device comprising:

a process request determination unit accepting a plurality of process requests from a plurality of channels as communication between a user and call center, and determining whether any of the plurality of process requests from the plurality of channels are real-time process requests needing processing in real-time, or non-real-time process requests not needing processing in real-time, the determining based on both ~~an indication of a classification of~~ a determined channel class of a plurality of channel classes that generates said process requests and based on services in a determined queue category of a plurality of queue categories;

a non-real-time processing administrating unit changing processing requests among processing requests determined to be the non-real-time processing requests to the real-time processing requests when data relating to clients as processing objects is predetermined client data, and for administrating other non-real-time processing requests with priority levels therefore;

a real-time processing allocation unit allocating process requests determined to be real-time process requests to processing terminals that are currently available among a plurality of processing terminals connected to a plurality of channels capable of a real-time process; and

a non-real-time processing allocation unit allocating non-real-time processes administrated by said non-real-time processing administrating unit to any of the processing terminals, said allocation performed with consideration given to the priority level and to suitability of the terminal for handling the process.

2. (CURRENTLY AMENDED) A multi-channel processing control method comprising:

accepting a plurality of process requests from a plurality of channels as communication means between a user and call center, and determining whether any of the plurality of process requests from the plurality of channels are real-time process requests needing processing in real-time, or non-real-time process requests not needing processing in real-time, the determining based on both ~~an indication of a classification of~~ a determined channel class of a plurality of

channel classes that generates said process requests and based on services in a determined queue category of a plurality of queue categories;

changing processing requests among processing requests determined to be the non-real-time processing requests to the real-time processing requests when data relating to clients as processing objects is predetermined client data, and for administrating other non-real-time processing requests with priority levels therefore; and

allocating those real-time process requests to processing terminals that are currently available among a plurality of processing terminals connected to a plurality of channels capable of a real-time process

3. (PREVIOUSLY PRESENTED) A multi-channel processing control method as set forth in claim 2, further comprising allocating a non-real-time process request currently being administrated to a most appropriate processing terminal, based on the priority level of the request and suitability of available processing terminals capable of processing said non-real-time process request.

4. - 7. (CANCELLED)

8. (CURRENTLY AMENDED) A computer-readable storage medium on which is recorded a computer program for a multi-channel control method capable of being executed by a computer, the method comprising:

determining whether any of a plurality of process requests generated from a plurality of channels are real-time process requests needing processing in real-time, or non-real-time process requests not needing processing in real-time, the determining based on both a determined channel class of a plurality of channel classes that generates said process requests and based on services in a determined queue category of a plurality of queue categories;

allocating those real-time process requests to processing terminals that are currently available among a plurality of processing terminals connected to a plurality of channels capable of a real-time process; and

administrating said non-real-time process request as well as a priority level therefor.

9. (CURRENTLY AMENDED) A computer network capable of transmitting a computer program for a multi-channel control method, the computer network comprising:

a plurality of processing terminals;

a dispatcher determining whether any of a plurality of process requests generated from a

plurality of channels are real-time process requests needing processing in real-time, or non-real-time process requests not needing processing in real-time, the determining based both a determined channel class of a plurality of channel classes that generates said process requests and based on services in a determined queue category of a plurality of queue categories and allocating those real-time process requests to processing terminals that are currently available among the plurality of processing terminals connected to a plurality of channels capable of a real-time process; and

a queue manager administrating said non-real-time process request as well as a priority level therefor.

10. - 15. (CANCELLED)

16. (NEW) The multi-channel processing control device according to claim 1,

the plurality of channel classes including an operator terminal channel class, a Web agent channel, an e-mail agent channel class, a Customer Relationship Management (CRM) agent channel class, a supervisor channel class, and a segment analysis channel class, and

the plurality of queue categories including an effective callback queue category, a no answer callback queue category, a follow-up call queue category, a campaign queue category, a web forwarding, an e-mail forwarding queue category, and an e-mail transmission queue category,

17. (NEW) The multi-channel processing control method according to claim 2, the

the plurality of channel classes including an operator terminal channel class, a Web agent channel, an e-mail agent channel class, a Customer Relationship Management (CRM) agent channel class, a supervisor channel class, and a segment analysis channel class, and

the plurality of queue categories including an effective callback queue category, a no answer callback queue category, a follow-up call queue category, a campaign queue category, a web forwarding, an e-mail forwarding queue category, and an e-mail transmission queue category,

18. (NEW) The computer-readable storage medium on which is recorded a computer program for a multi-channel control method capable of being executed by a computer according to claim 8,

the plurality of channel classes including an operator terminal channel class, a Web agent channel, an e-mail agent channel class, a Customer Relationship Management (CRM)

agent channel class, a supervisor channel class, and a segment analysis channel class, and

the plurality of queue categories including an effective callback queue category, a no answer callback queue category, a follow-up call queue category, a campaign queue category, a web forwarding, an e-mail forwarding queue category, and an e-mail transmission queue category,

19. (NEW) The computer network according to claim 9,

the plurality of channel classes including an operator terminal channel class, a Web agent channel, an e-mail agent channel class, a Customer Relationship Management (CRM) agent channel class, a supervisor channel class, and a segment analysis channel class, and

the plurality of queue categories including an effective callback queue category, a no answer callback queue category, a follow-up call queue category, a campaign queue category, a web forwarding, an e-mail forwarding queue category, and an e-mail transmission queue category,

20. (NEW) A multi-channel processing control method comprising:

accepting a process request that includes a channel class of a user of a call center and a queue category;

determining services associated with the queue category of the accepted process request;

determining a priority of the process request in comparison to other process requests based on the channel class of the user and the determined services; and

outputting the process request to a selected terminal based on the determined priority.